

# A CALL TO ACTION: TORONTO EAST QUADRANT REGIONAL SETTLEMENT STRATEGY ACTION PLAN (2013-2015)



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# Introduction

In October 2012, the Toronto East Quadrant Local Immigration Partnership (TEQ LIP) released a new strategic plan to address the barriers and issues to settlement and integration that newcomers in Scarborough were facing. The TEQ LIP Regional Settlement Strategy was a collaborative framework that was designed to support increased multi-sector coordination of settlement services, improve labour and economic outcomes as well as facilitate solutions for the successful social integration of newcomers while building the Scarborough Region's capacity to be a welcoming community.

This document, ***A Call to Action, Toronto East Quadrant Regional Settlement Strategy Action Plan***, is a three year Action Plan (2013-2015) that supports the foundational work set out in the Regional Settlement Strategy. This Action Plan supports the focused implementation of the TEQ LIP Regional Settlement Strategy and will be the key to Scarborough's ongoing commitment to newcomers. More importantly, this action plan provides the structure where all community stakeholders can collaborate and take action to improve newcomer outcomes. With this Action Plan, TEQ LIP has taken a huge step to establish and confirm a vision for Scarborough that is inclusive and welcoming of newcomers and within that process have set out 27 actions that will take us towards that vision. The 27 actions included in this Plan demonstrate the ongoing commitment to working together for a diverse and inclusive community. The TEQ LIP Action Plan was developed through the Local Immigration Partnership (LIP) initiative. This initiative is funded by the Government of Canada through Citizenship and Immigration Canada (CIC).

# Putting Thoughts into Action:

## The TEQ LIP Regional Settlement Strategy Action Plan

In order to define what successful settlement and integration for newcomers looks like, the TEQ LIP established four Action Groups to develop and implement strategic recommendations which form the basis of our Action Plan. In addition to Action Groups, TEQ LIP worked extensively to engage all of Scarborough through our expansion neighbourhood process. Membership of the Action Groups is comprised of Partnership Council members, the community at large (settlement agencies, newcomer service providers, main stream services, other community stakeholders) and Immigrant Council members. Following the analysis of service needs and challenges faced by newcomer community in accessing different services, each Action Group conducted a visioning exercise to create a mandate, objectives and expected outcomes. It was agreed by all the Action Groups to ensure service coordination, enhanced access to information and community engagement were established as crosscutting themes of all the work of each Action Group. With this holistic approach in mind, TEQ LIP along with community stakeholders established four Action Groups and 27 priorities to focus on and to guide the implementation of our three year action plan:

## Call to Action for Newcomer Health:

To enhance and promote the overall health of newcomer residents in Scarborough, while aiming to reduce health inequalities. Newcomer health and wellbeing is an important factor to overall settlement and integration and it is important to ensure that newcomers have access to health related information, services and resources; a healthy newcomer equals a healthy Scarborough.

### Objectives:

- Provide greater clarity, understanding and consistency on health, mental health and wellness related definitions and messaging, to alleviate stigmas, stereotypes and barriers associated to services available to newcomers.
- Improve access and navigation of health related services and programs, acknowledging the distinct circumstances, rights and cultures of recent immigrants in the community.
- Promote effective communication and knowledge sharing between service providers regarding innovative ideas and best practices in addressing health related issues and trends of ethno-specific immigrant groups.
- Mobilize leadership and foster collaboration between mainstream and unconventional stakeholders to strengthen the responsiveness of contributors to the health care service delivery system

## Call to Action for Newcomers Settlement and Family Supports

To strengthen availability and accessibility of settlement and family supports for newcomers through facilitating enhanced service coordination and knowledge sharing among organizations, and greater community engagement in Scarborough. It is important that newcomers have equitable access to the support and choices they need to secure and reach their full potential within the settlement and integration process.

### Objectives:

- Develop and support newcomer's awareness of and timely access to information and services that support successful settlement
- Support effective service coordination and knowledge sharing among service providers, faith institutions, and community groups
- Improve awareness of and access to services and supports for newcomer seniors
- Empower newcomer women by enhancing awareness of and access to services and supports
- Support newcomer youth empowerment and social integration
- Improve the capacity of service providers to offer information and services in different languages
- Increase the availability and access to culturally relevant written materials offered in different languages

## Call to Action for Newcomer Employment, Education and Training Opportunities:

To enhance awareness and knowledge of newcomer employment related issues and promotes educational and training opportunities that best support newcomers in accessing the labour market. To support newcomers in accessing the appropriate education and employments supports that will utilize their skills, knowledge and qualifications towards in order to strive and succeed in being economically integrated.

### Objectives:

- Improve access and availability of employment-related information resources and visibility of existing services
- Advocate for enhanced employment supports
- Campaign and educate employers on the benefits of hiring newcomers
- Work with stakeholders to support small businesses and entrepreneurs
- Work with service providers to enhance availability of skill development programs for newcomer entrepreneurs
- Promote access to training, coaching and employment opportunities for newcomers through existing networks and subject matter experts
- Increase newcomer awareness about educational pathways
- Support more access to employment related language training programs

## A call to Action on Housing and Legal Supports for newcomers:

Understanding that the settlement experience is difficult to navigate upon arrival, there needs to be more initiatives focused on assisting newcomers with housing and legal related supports. It is important to work together in developing and implementing strategies through service coordination and collaboration to enhance availability and accessibility of housing, legal support and related services for newcomers in Scarborough so that newcomers can feel safe and live healthy lives.

### Objectives:

- Support effective communication and knowledge sharing among service providers on emerging issues that affect newcomer housing, including funding, policy and other changes and find ways to collectively address them
- Increase sustainable agency collaboration & partnerships to support newcomer's access to housing
- Promote awareness of available affordable market rent and subsidized housing as well as tools and resources that address newcomer housing access
- Support improvements to newcomer's access to and ability to maintain affordable housing
- Improve tenants education and capacity building to address safety and other challenges
- Improve newcomer's and service provider's awareness of legal issues, available resources and legal services in Scarborough
- Facilitate sustainable collaboration among legal service providers and other key stakeholders
- Increase newcomer's access to legal services and support by bring more resources and services to Scarborough

## A Call to Action: Expansion Neighbourhoods

There are eight neighbourhoods in the Scarborough area that were not originally covered by the previous neighbourhood LIPs (Wexford, Maryland, Ionview, Bendale, Guildwood, Rouge, Centennial Scarborough, Malvern and Highland Creek). In an effort to create an effective and holistic Strategy, the TEQ LIP has included those eight neighbourhoods into the overall plan. Through a process of community consultations, service providers meetings, community stakeholder engagement and newcomer needs assessments, the TEQ LIP hopes to capture vital and important information that can be subsequently incorporated in to the development and implementation of the Regional Strategy and Action Plan. TEQ LIP will continue to work with and engage communities in our Expansion Neighbourhoods in an effort to include them in the overall TEQ LIP process. The goal is to understand the challenges and barriers faced within these communities and support ways in which their voices can be included. It is important to note that in order to effectively engage these neighbourhoods, the investment of time is required to not only establish relationships, but to also build trust and facilitate effective ways of collaboration and partnership development within these communities.

To date, TEQ LIP has engaged Malvern, Rouge and Highland Creek, and is now expanding our efforts to other neighbourhoods.

### Objectives:

- To ensure that all of newcomers are included in the creation of a holistic plan.
- To ensure that all stakeholders are engaged within the TEQ LIP process.
- To build awareness and understanding of the TEQ LIP.
- Promote collaboration and partnership building in neighbourhoods where services may be at a minimum.
- Increase newcomers' opportunities to access supports, programs and services.
- Strengthen the relationships between service providers.



## Collaboration is the foundation of our action

The TEQ LIP Action Plan supports collaboration and partnership building across all sectors. This process of collaborative action is fundamental to the overall implementation and success of the TEQ LIP Settlement Strategy. In order to yield beneficial results, all stakeholders need to be involved in contributing and having a role that will lead to positive outcomes in newcomer settlement and integration.

The importance of collaboration cannot be underscored; collaboration can be used as an approach to be more efficient and effective in addressing the complex social and economic issues that newcomers face and provides the foundation in achieving common goals. TEQ LIP aims to contribute towards healthier, more vibrant Scarborough where newcomers experience positive settlement and integration outcomes by increasing the impact of multiple organizations and multiple stakeholders through collaboration.

Collaboration serves as the foundation of our Action Plan as it provides the groundwork for building trustworthy and transparent relationships; allows for the sharing of resources, capacities and expertise; facilitates proper planning; utilizes time in a more effective and proficient manner. Collaboration for TEQ LIP and our community stakeholders means that everyone has a shared responsibility and collective accountability to achieving positive outcomes for newcomers in Scarborough.

This Action Plan incorporates a variety of elements and approaches to ensure successful implementation and builds upon the current assets of what is working whilst identifying areas that need improvement. By doing this, TEQ LIP will be able to build upon community strengths and facilitate mechanisms that will engage and build the capacity of multiple stakeholders across multiple sectors in a holistic and coordinated approach.

As we move into the implementation of our Action Plan, we will continue to conduct outreach and engage organizations, community stakeholders, residents and newcomers to participate in the newcomer settlement process. TEQ LIP will continue to build awareness, develop new partnerships and champion collaboration as effective tools for action. The Partnership Council will continue to identify and support member agencies to develop program based partnerships, cross-sectoral partnerships and long-term collaborations. Our Action Groups will be instrumental in turning our activities into action and leveraging the collaborative process. By taking this approach, we hope to achieve our overall goal of establishing a supportive and coordinated system that improves outcomes for newcomer settlement and integration in Scarborough neighbourhoods over the years to come.

## Toronto East Quadrant LIP Action Plan

Fundamental to the TEQ LIP Regional Settlement Strategy, has been developing an understanding of what successful integration translates to in real life by understanding the needs of newcomers, we can support the creation of welcoming communities that that promote the inclusion of newcomers. It is with this same understanding that this three year Action Plan will be implemented. This Action Plan along with the Strategy aims to help newcomers integrate and contribute to every element of life: economic, social, cultural and political and reflects the values of diversity, equity and inclusion as well address the barriers, identify supports along with opportunities that can diminish the settlement challenges which newcomers in Scarborough face with successful settlement and integration.

This Action Plan is broken down into two Sections: Section A lists TEQ LIP's short-term and medium – term actions. Section B includes a brief list of some additional medium-term to long-term actions that TEQ LIP plans on implementing upon completion of our short-term and medium-term goals. It is important to note that Section B is not the complete list of action activities but rather a glimpse of some of the upcoming collaborative initiatives service providers in Scarborough plan on implementing through their participation in TEQ LIP.

**Section A:TEQ LIP Action Plan: Short-Term and Medium-Term Actions**

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions Newcomer Health

<b>Key Priorities:</b> Provide Scarborough specific opportunities for input and support from subject matter experts in the clinical, research and front-line levels of health to be able to champion best practices in the development of training programs, educational tools and approaches across the various disciplines/ sectors.					
<b>Expected Outcomes:</b> <ol style="list-style-type: none"> <li>Leverage support from managerial and executive involvement on health related initiatives in Scarborough.</li> <li>Facilitate a series of workshops and trainings in the Scarborough area to clients and service providers.</li> </ol>					
Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Identify and convene subject matter experts from various health disciplines to review the current discourse on health and approaches that have created meaningful impact and/ or addressed the identified needs and challenges of newcomers.</i>	4 weeks	<ul style="list-style-type: none"> <li>Range of diverse individuals / organizations contributing to the discussions and initiative.</li> </ul>		<ul style="list-style-type: none"> <li>Toronto East Quadrant Local Immigration Partnership</li> <li>Chinese Family Services of Ontario</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Public Health</li> <li>Quadrant Network</li> <li>Centre for Addiction and Mental Health</li> <li>Access Alliance Multicultural and Community Services</li> <li>Neighbourhood Action Partnership- Health Networks</li> <li>Chinese Health Coalition</li> </ul>
2.0- <i>Outreach to existing programs, target communities, involved agencies, partners and newcomer communities to validate or provide recommendations on the 'approaches to health' from a newcomer perspective.</i>	4 weeks	<ul style="list-style-type: none"> <li>Feedback from newcomer clients/ resident to indicate either an affirmation of approaches or where changes need to be made.</li> </ul>		<ul style="list-style-type: none"> <li>Polycultural Immigrant &amp; Community Services- Outreach</li> </ul>	<ul style="list-style-type: none"> <li>Toronto East Quadrant Local Immigration Partnership</li> <li>Polycultural Immigrant &amp; Community Services</li> <li>Immigrant Council Representatives</li> <li>TAIBU Community Health Centre</li> <li>Canadian Centre for Victims of Torture</li> </ul>

3.0- <i>Consult with services providers in rolling out finalized 'approaches to health' in priority newcomer health based neighbourhoods, which lack either access or awareness of tools, clinics, resources etc.</i>	2 weeks	<ul style="list-style-type: none"> <li>• Incorporating feedback in tailoring the content and delivery approach.</li> </ul>		<ul style="list-style-type: none"> <li>• Toronto East Quadrant Local Immigration Partnership</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Public Health</li> <li>• Centre for Addiction and Mental Health</li> <li>• Access Alliance Multicultural and Community Services</li> </ul>
4.0- <i>Support the facilitation of workshops for community members and service providers around effective newcomer 'approaches to health'.</i>	6-8 weeks	<ul style="list-style-type: none"> <li>• # of successful workshops completed.</li> <li>• Feedback on content and delivery from recipients.</li> </ul>		<ul style="list-style-type: none"> <li>• Toronto East Quadrant Local Immigration Partnership</li> <li>• Toronto Public Health</li> <li>• Catholic Crosscultural Services</li> </ul>	<ul style="list-style-type: none"> <li>• Aisling Discoveries</li> <li>• Toronto Public Health</li> <li>• Birchmount Bluffs Neighbourhood Community Centre</li> <li>• Polycultural Immigrant &amp; Community Services</li> </ul>
5.0- <i>Evaluate and document how the changes and trends observed by service providers and clients in newcomer health priority neighbourhoods, for enhancing 'approaches to health' models and practices.</i>	2-3 weeks	<ul style="list-style-type: none"> <li>• Testimonials of recipients.</li> </ul>		<ul style="list-style-type: none"> <li>• Toronto East Quadrant Local Immigration Partnership</li> </ul>	

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomer Health

<b>Key Priorities:</b> Establishing and/or promoting shared principles on health and a communication framework around the promotion and discourse on health (mental, physical, emotional etc.). Training will be provided to assist front-line staff in the assessment of and assistance with health related concerns and inquiries from Scarborough's ethno-specific newcomer residents.					
<b>Expected Outcomes:</b>					
<ol style="list-style-type: none"> <li>1. Establishing a common understanding /approach to communicating and addressing health topics at various levels and sectors.</li> <li>2. Enhanced understanding of clinical aspects of health, definitions and services.</li> <li>3. Increased efficiency of front line staff providing informed and appropriate referrals.</li> </ol>					
<b>Work Breakdown Structure (WBS)</b>	<b>Task Duration (weeks/months)</b>	<b>Indicators and Measure of Success</b>	<b>Progress Comments</b>	<b>Implementation Lead(s)</b>	<b>Potential Partners/and Support</b>
1.0- <i>Conduct training and capacity building workshops for front line staff to better understand and serve Scarborough's ethnically diverse newcomers.</i>	4 weeks	<ul style="list-style-type: none"> <li>• Feedback from participants.</li> </ul>		<ul style="list-style-type: none"> <li>• The Scarborough Hospital</li> <li>• Toronto East Quadrant Local Immigration Partnership</li> <li>• Health Networks (LHIN, LIPs)</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Public Health</li> <li>• East Metro Youth Services</li> <li>• Quadrant Network</li> <li>• Centre for Addiction and Mental Health</li> <li>• Access Alliance Multicultural and Community Services</li> </ul>
2.0- <i>Engaging and/or consulting with clients in identifying existing areas of improvement through the workshops, and identify ways to address them.</i>	4 weeks	<ul style="list-style-type: none"> <li>• Feedback from participants.</li> </ul>		<ul style="list-style-type: none"> <li>• Toronto East Quadrant Local Immigration Partnership</li> </ul>	<ul style="list-style-type: none"> <li>• Immigrant Council Representatives (outreach)</li> <li>• Neighbourhood Action Partnerships</li> </ul>
3.0- <i>Facilitate forums or network meetings for service providers to share best practices and unique and effective models.</i>	8 weeks	<ul style="list-style-type: none"> <li>• Established partnerships</li> <li>• Awareness of new approaches.</li> <li>• Involvement of new</li> </ul>		<ul style="list-style-type: none"> <li>• Toronto East Quadrant Local Immigration Partnership</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Public Health</li> <li>• YWCA Toronto</li> <li>• The Scarborough Hospital</li> <li>• Health Networks (LHIN, LIPs)</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomer Health

<b>Key Priorities:</b> Expand opportunities for strategic relationships with culturally specific health stakeholders from Scarborough's prominent immigrant groups, to gain a deeper understanding of approaches, and finding synergies to addressing newcomer health for the community at large.					
<b>Expected Outcomes:</b>					
1. Increased participation of community groups on mainstream networks, for greater understanding and increased collaboration.					
<b>Work Breakdown Structure (WBS)</b>	<b>Task Duration (weeks/months)</b>	<b>Indicators and Measure of Success</b>	<b>Progress Comments</b>	<b>Implementation Lead(s)</b>	<b>Potential Partners/and Support</b>
1.0- <i>Identify key stakeholders who serve prominent immigrant groups through existing local networks such as the LIPs, NAP and ANC networks.</i>	8 weeks	<ul style="list-style-type: none"> <li>Range of diverse individuals / organizations contributing to the discussions and initiative.</li> </ul>		<ul style="list-style-type: none"> <li>NAP</li> <li>ANC</li> <li>Toronto East Quadrant Local Immigration Partnership</li> </ul>	<ul style="list-style-type: none"> <li>Access Alliance Multicultural and Community Services</li> <li>REH'MA Community Services</li> <li>East Metro Youth Services</li> </ul>
2.0- <i>Conduct an environmental scan of existing partnerships, initiatives and/or populations with an eye to developing an outside-of-the-box strategy regarding newcomer and health related issues.</i>	8 weeks	<ul style="list-style-type: none"> <li>Producing research that can be used for program and service development by stakeholders.</li> </ul>		<ul style="list-style-type: none"> <li>TAIBU Community Health Centre</li> <li>Scarborough HUB Management</li> <li>Toronto Public Health</li> </ul>	<ul style="list-style-type: none"> <li>Immigrant Council Representatives (outreach)</li> <li>Neighbourhood Action Partnerships</li> <li>OCASI</li> <li>AIDS Committee of Toronto</li> <li>Centre for Information and Community Services.</li> </ul>
3.0 – <i>Gather resources and create new networks and synergies to address health issues across the various newcomer populations through a series of pilots.</i>	12-16 weeks	<ul style="list-style-type: none"> <li>Range of diverse individuals / organizations contributing to the discussions and initiative.</li> </ul>		<ul style="list-style-type: none"> <li>Toronto East Quadrant Local Immigration Partnership</li> <li>Health Networks (LHIN, LIPs)</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Public Health</li> <li>YWCA Toronto</li> <li>The Scarborough Hospital</li> </ul>
4.0- <i>Identify key stakeholders who serve prominent immigrant groups through existing local networks such as the LIPs, NAP and ANC networks.</i>	8 weeks	<ul style="list-style-type: none"> <li>Range of diverse individuals / organizations contributing to the discussions and initiative.</li> </ul>		<ul style="list-style-type: none"> <li>NAP</li> <li>ANC</li> <li>Toronto East Quadrant Local Immigration Partnership</li> </ul>	<ul style="list-style-type: none"> <li>Access Alliance Multicultural and Community Services</li> <li>REH'MA Community Services</li> <li>East Metro Youth Services</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomer Health

Key Priorities: Identify and promote existing service delivery models and best practices used amongst mainstream and unconventional service providers by initiating opportunities for joint pilot projects and program that address health service gaps and needs.					
Expected Outcomes: 1. Stronger relationships among stakeholders, building on effective models of collaboration and service delivery to newcomer clients.					
Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0 <i>-Build on existing LIP activities that promote best practices and provide service delivery models.</i>	3-6 weeks	<ul style="list-style-type: none"> <li>Range of diverse individuals / organizations contributing to the discussions and initiative.</li> </ul>		<ul style="list-style-type: none"> <li>NAP</li> <li>ANC</li> <li>Toronto East Quadrant Local Immigration Partnership</li> <li>Carefirst Seniors and Community Services Association</li> <li>Health Networks (LHIN, LIPs)</li> </ul>	<ul style="list-style-type: none"> <li>Access Alliance Multicultural and Community Services</li> <li>REH'MA Community Services</li> <li>East Metro Youth Services</li> <li>Aisling Discoveries</li> </ul>
2.0 <i>-Ensure the relevance of identified best practice and address any gap that may exist and sharing best practices.</i>	8 weeks	<ul style="list-style-type: none"> <li>Producing research that can be used for program and service development by stakeholders.</li> </ul>		<ul style="list-style-type: none"> <li>TAIBU Community Health Centre</li> <li>Scarborough HUB Management</li> <li>Toronto Public Health</li> </ul>	<ul style="list-style-type: none"> <li>Immigrant Council Representatives (outreach)</li> <li>Neighbourhood Action Partnerships</li> <li>OCASI</li> <li>AIDS Committee of Toronto</li> <li>Centre for Information and Community Services.</li> </ul>
2.0 <i>-Facilitate coordination and capacity building around existing networks.</i>	8-12 weeks	<ul style="list-style-type: none"> <li>Established partnerships</li> <li>Awareness of new approaches.</li> <li>Involvement of new</li> </ul>		<ul style="list-style-type: none"> <li>Toronto East Quadrant Local Immigration Partnership</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Public Health</li> <li>YWCA Toronto</li> <li>The Scarborough Hospital</li> </ul>
3.0 <i>-Plan for ongoing maintenance of coordination and identification of joint opportunities amongst stakeholders.</i>	8-12 weeks	<ul style="list-style-type: none"> <li># of successful opportunities established.</li> <li>Feedback on content and delivery from recipients.</li> </ul>		<ul style="list-style-type: none"> <li>The Scarborough Hospital</li> <li>Toronto Public Health</li> </ul>	<ul style="list-style-type: none"> <li>Toronto East Quadrant Local Immigration Partnership</li> <li>Health Networks (LHIN, LIPs)</li> </ul>



# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomers Settlement & Family Supports

Key Priorities: Support interdisciplinary knowledge-sharing sessions for information sharing, networking, training sessions, and to deepen awareness of inter-agency and cross-sector activities					
Expected Outcome:					
1. Service providers, faith institutions, and community groups are more knowledgeable about existing services 2. Strengthened between partners allows for more consistent and regular information exchange and effective referrals					
Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Inter-agency information exchange including referral and best practice sharing</i>	2 weeks	<ul style="list-style-type: none"> <li>Quarterly (ongoing) meetings between service providers</li> <li>Increased awareness among service providers of agency information, programs, and service delivery practices</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP</li> <li>TDSB Newcomer Services</li> <li>Catholic Crosscultural Services</li> <li>Warden Woods</li> <li>Afghan Women's Organization</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Public Library for space for meeting and workshops</li> <li>Aisling Discoveries - info-sharing, referencing, and best practice sharing</li> <li>Faith institutions</li> <li>Cultural organizations</li> <li>All Action Group members</li> </ul>
2.0- <i>Conduct outreach to faith institutions and cultural organizations within agency catchment areas</i>	3-6 months	<ul style="list-style-type: none"> <li>Monthly outreach to faith institutions and cultural organizations</li> <li>Increased collaboration with faith institutions and community groups through greater participation in meetings, information exchange, and best practice sharing</li> </ul>		<ul style="list-style-type: none"> <li>TDSB Newcomer Services</li> <li>Catholic Crosscultural Services</li> <li>Warden Woods</li> <li>Afghan Women's Organization</li> </ul>	<ul style="list-style-type: none"> <li>Faith institutions</li> <li>Cultural organizations</li> <li>All Action Group members</li> <li>Immigrant Council</li> </ul>
3.0- <i>Sharing program updates, email/contact information of all participating agencies</i>	2 weeks	<ul style="list-style-type: none"> <li>Monthly program and agency updates via email between agencies</li> <li>Agency partners provide regular updates through the TEQ LIP website and listserv</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP</li> <li>TDSB Newcomer Services for Adults</li> <li>Catholic Crosscultural Services</li> <li>Warden Woods</li> <li>Afghan Women's Organization</li> <li>Immigrant Council</li> </ul>	<ul style="list-style-type: none"> <li>Faith institutions</li> <li>Cultural organizations</li> <li>All Action Group members</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomers Settlement & Family Supports

Key Priorities: Identify and share promising practices that enhance delivery of information to newcomers through strategic community outreach by connecting with schools, through cultural organizations, clubs, and faith institutions.					
Expected Outcomes:					
1. Newcomers are more knowledgeable about services and are receiving information when they need it most 2. Service providers share, learn, and practice new methods of delivering information to the newcomer community					
Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Connect and collaborate with partners, including schools, cultural organizations, faith institutions, and community leaders to identify effective outreach methods</i>	4 weeks	<ul style="list-style-type: none"> <li>Greater number of partnerships are created</li> <li>Newcomer community outreach and information delivery methods are developed</li> </ul>		<ul style="list-style-type: none"> <li>Toronto Public Health</li> <li>CICS</li> <li>East Metro Youth Services</li> <li>Chinese Family Services (to connect with faith institutions)</li> <li>YWCA Toronto</li> </ul>	<ul style="list-style-type: none"> <li>All Action Group members</li> </ul>
2.0- <i>Use innovative methods of reaching newcomer target groups (i.e. using social media, blog to target newcomer youth)</i>	2 weeks	<ul style="list-style-type: none"> <li>New methods are available for newcomers to access program information</li> <li>Increased use of social media by service providers</li> </ul>		<ul style="list-style-type: none"> <li>East Metro Youth Services</li> </ul>	<ul style="list-style-type: none"> <li>All Action Group members</li> </ul>
3.0- <i>Facilitate and organize training/workshops to service providers on information delivery, partnership building, and community engagement</i>	2-3 months	<ul style="list-style-type: none"> <li>Training/workshops for service providers are organized and facilitated</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Public Library</li> <li>OCASI</li> <li>All Action Group members</li> </ul>
4.0- <i>Organize information sessions on services and programs for newcomers in libraries, schools, community centers</i>	2-3 months	<ul style="list-style-type: none"> <li>Community information sessions are organized</li> <li>Newcomers have increased access to a variety of Scarborough-wide service information in their neighbourhoods</li> </ul>		<ul style="list-style-type: none"> <li>Toronto Public Health</li> <li>CICS</li> <li>East Metro Youth Services</li> <li>ACSA</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Public Library for space for meetings and workshops</li> <li>All Action Group members</li> </ul>
5.0- <i>Organizing annual community summit/information fair</i>	6 months	<ul style="list-style-type: none"> <li>Annual community fair that allows for service providers to showcase</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP</li> <li>YWCA Toronto</li> <li>TDSB Newcomer Services</li> </ul>	<ul style="list-style-type: none"> <li>All Action Group members</li> </ul>

		<p>agency information</p> <ul style="list-style-type: none"><li>• Greater connections are made between service providers and the newcomer community</li></ul>		<p>for Adults</p> <ul style="list-style-type: none"><li>• Afghan Women's Organization</li><li>• Immigrant Council</li><li>• Warden Woods</li></ul>	
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# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomers Settlement & Family Supports

Key Priorities: Enhance availability of services and information that speak to specific newcomer cultures, is newcomer-led, and available in multiple languages.					
Expected Outcomes:					
<ol style="list-style-type: none"> <li>Increased availability of culturally relevant and newcomer-led services</li> <li>Improved opportunities for newcomers to receive services and supports in their first language</li> </ol>					
Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0 - Review client feedback within agencies to include newcomer ideas in the development of planning programs, resources, and services for newcomers	6 months	<ul style="list-style-type: none"> <li>Client feedback is documented and reported between participating agencies</li> </ul>		<ul style="list-style-type: none"> <li>ACSA</li> </ul>	<ul style="list-style-type: none"> <li>TEQ LIP Partners (PC and AG)</li> <li>TEQ LIP Team</li> <li>All Action Group members</li> <li>CIC</li> </ul>
2.0 - Solicit input from the TEQ LIP Immigrant Council and other newcomer committees	4-8 weeks	<ul style="list-style-type: none"> <li>Consultation meetings with the Immigrant Council</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP</li> <li>TDSB Newcomer Services for Adults</li> <li>Victoria Village</li> </ul>	<ul style="list-style-type: none"> <li>Immigrant Council</li> <li>SCAN</li> </ul>
3.0 - Build on a Language Bank that serves as a central listing of contacts that can provide direct translation	3-6 months	<ul style="list-style-type: none"> <li>Language Bank is developed and used by service providers to receive translation support from partners when they need it</li> </ul>		<ul style="list-style-type: none"> <li>Victoria Village</li> <li>CICS</li> <li>YWCA Toronto</li> </ul>	<ul style="list-style-type: none"> <li>All Action Group Members</li> <li>TEQ LIP Membership at large</li> <li>TEQ LIP</li> <li>MCIS</li> </ul>
4.0 - Using cross/peer tutoring sessions to share cultural practices and differences using creative methods)	3-6 months	<ul style="list-style-type: none"> <li>Cross/peer tutoring sessions are organized to enhance cultural awareness</li> </ul>		<ul style="list-style-type: none"> <li>YWCA Toronto</li> <li>TDSB Newcomers Services for Adults</li> <li>CIC</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Public Library</li> </ul>
5.0 - Staff training to allow for front-line staff to enhance cultural awareness	6 months	<ul style="list-style-type: none"> <li>Cultural awareness training sessions are provided to front line staff</li> </ul>		<ul style="list-style-type: none"> <li>TDSB Newcomer Services for Adults</li> <li>ACSA</li> <li>YWCA Toronto</li> <li>Victoria Village</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Public Library</li> <li>OCASI</li> <li>Findhelp</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomers Settlement & Family Supports

**Key Priorities:** Expand opportunities for youth skill building, volunteer opportunities, and peer mentorship by collaborating with schools and colleges/universities.

**Expected Outcomes:**

1. More newcomer youth are empowered, engaged, and socially integrated by participating in peer mentorship programs, skill building training, and volunteering opportunities

Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0 - Take inventory of existing youth services, available training, and placement opportunities	4-6 weeks	<ul style="list-style-type: none"> <li>• Inventory list of services and training and placement opportunities for youth</li> </ul>		<ul style="list-style-type: none"> <li>• Scarborough Museum</li> <li>• TransCare</li> <li>• Toronto Public Health</li> <li>• CCS</li> </ul>	<ul style="list-style-type: none"> <li>• All Action Group Members</li> <li>• Centennial College</li> <li>• University of Toronto Scarborough</li> <li>• YMCA NIC</li> <li>• LIP membership at large</li> </ul>
2.0 – Consult with newcomer youth to get them more engaged in the process	2-3 months	<ul style="list-style-type: none"> <li>• Consultation with youth groups to best identify needs and interests</li> <li>• Direct youth input in the process</li> </ul>		<ul style="list-style-type: none"> <li>• Scarborough Museum</li> <li>• AWO</li> <li>• TransCare</li> <li>• Chinese Family Services</li> </ul>	<ul style="list-style-type: none"> <li>• All Action Group Members</li> <li>• Toronto Public Library – access to youth via Youth Advisory Groups</li> <li>• Youth specific agencies and community groups</li> </ul>
3.0 - Facilitate the organization and sharing of existing placements for youth with partners and the community	2-3 months	<ul style="list-style-type: none"> <li>• Increased awareness of placement opportunities for newcomer youth</li> </ul>		<ul style="list-style-type: none"> <li>• TEQ LIP</li> <li>• Scarborough Museum</li> <li>• AWO</li> </ul>	<ul style="list-style-type: none"> <li>• All Action Group Members</li> <li>• Centennial College</li> <li>• University of Toronto Scarborough</li> <li>• YMCA NIC</li> <li>• LIP membership at large</li> <li>• Youth specific agencies and community groups</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomer Employment, Education and Training Opportunities

Key Priorities: Identify and create an inventory of existing programs & services for small business start up					
Expected Outcomes:					
<ol style="list-style-type: none"> <li>1. Front-line staff serving newcomers interested in starting a small business resources available for them</li> <li>2. Inventory is available as a referral document</li> </ol>					
Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Collecting and organizing information</i>	1 month	<ul style="list-style-type: none"> <li>Required information is collected as planned</li> <li># of organizations contacted for information on small business start-up</li> </ul>		<ul style="list-style-type: none"> <li>Catholic Cross Cultural Services</li> <li>Career Foundation</li> <li>Polycultural Immigrant Services</li> <li>Afghan Women's Association</li> <li>ILLMP - Toronto Employment and Social Services</li> </ul>	<ul style="list-style-type: none"> <li>Enterprise Toronto</li> <li>Toronto District School Board</li> <li>MTCU</li> <li>HRSDC</li> </ul>
2.0- <i>Create small business inventory chart with categories</i>	2 weeks	<ul style="list-style-type: none"> <li>A draft inventory is in place</li> <li>Review meeting is conducted</li> </ul>		<ul style="list-style-type: none"> <li>Catholic Cross Cultural Services</li> <li>Career Foundation</li> <li>Polycultural Immigrant Services</li> <li>Afghan Women's Association</li> <li>ILLMP-Toronto Employment and Social Services</li> </ul>	<ul style="list-style-type: none"> <li>Enterprise Toronto</li> <li>Toronto District School Board</li> <li>MTCU</li> <li>HRSDC</li> <li></li> </ul>
3.0- <i>Delivering information to service providers and community</i>	Ongoing	<ul style="list-style-type: none"> <li>The inventory is published online</li> <li># of information sessions conducted agencies</li> </ul>		<ul style="list-style-type: none"> <li>Catholic Cross Cultural Services</li> <li>Career Foundation</li> <li>Polycultural Immigrant Services</li> <li>Afghan Women's Association</li> <li>ILLMP – TESS</li> <li>CICS</li> </ul>	<ul style="list-style-type: none"> <li>Enterprise Toronto</li> <li>Toronto District School Board</li> <li>MTCU</li> <li>HRSDC</li> <li></li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomer Employment, Education and Training Opportunities

Key Priorities: Explore range of employment focused language training for newcomer and identify gaps					
Expected Outcomes:					
<ol style="list-style-type: none"> <li>Enhanced service providers knowledge of existing employment focused language training programs</li> <li>Create a platform to discuss solutions and strategies to overcome gaps</li> </ol>					
Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Contact YMCA, TDSB, TCDSB and community colleges for information</i>	1 week	<ul style="list-style-type: none"> <li># of institutions contacted</li> <li>Required information is collected</li> </ul>		<ul style="list-style-type: none"> <li>Career Foundation</li> <li>Mennonite New Life Centre</li> <li>PICS</li> <li>VPI</li> <li>ILLMP</li> <li>Centennial College</li> </ul>	<ul style="list-style-type: none"> <li>All Action Group Members</li> <li>Centennial College</li> <li>University of Toronto Scarborough</li> <li>YMCA NIC</li> <li>LIP membership at large</li> </ul>
2.0- <i>Organizing information and creating categories ( ELT, SLT ,OSLT, etc)</i>	2 week	<ul style="list-style-type: none"> <li>A draft report is in place</li> <li>A review meeting is conducted</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP</li> <li>MTML/LPP</li> </ul>	<ul style="list-style-type: none"> <li>All Action Group Members</li> <li>Toronto Public Library – access to youth via Youth Advisory Groups</li> <li>Youth specific agencies and community groups</li> </ul>
3.0- <i>Delivering information to service providers and community</i>	4 weeks	<ul style="list-style-type: none"> <li>Report is published online</li> <li># of information sessions is conducted for service providers</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>All Action Group Members</li> <li>Centennial College</li> <li>University of Toronto Scarborough</li> <li>YMCA NIC</li> <li>LIP membership at large</li> <li>Youth specific agencies and community groups</li> </ul>
4.0- <i>Collect research data (CIC, COSTI, etc)</i>	4 weeks	<ul style="list-style-type: none"> <li>Data is collected from targeted organizations</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Public Library</li> </ul>
5.0- <i>Create inventory of existing and identified gaps for language training</i>	4 weeks	<ul style="list-style-type: none"> <li>A review meeting is conducted to discuss strategies to overcome the gaps</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>Toronto Public Library</li> <li>OCASI</li> <li>Findhelp</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomer Employment, Education and Training Opportunities

Key Priorities: Enhance availability of employment related information and visibility of existing services					
Expected Outcomes:					
<ol style="list-style-type: none"> <li>1. Employer Awareness on benefits of hiring newcomers is increased</li> <li>2. more highly skilled volunteering, placement and mentorship opportunities for newcomer adults are Identified and promoted</li> <li>3. Service providers work together to advocate for expansion of professional mentorship and funding for paid placement opportunities</li> <li>4. collaboration among employment and settlement service providers to enhance seamless support to newcomers in selecting employment pathways</li> </ol>					
Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Developing a plan diversity week for Immigrants</i>	4 weeks	<ul style="list-style-type: none"> <li>▪ # of implementation leads involved</li> <li>▪ A newcomer focused plan is developed and shared among the leads</li> </ul>		<ul style="list-style-type: none"> <li>▪ TESS - ILLMP</li> <li>▪ ANC</li> <li>▪ TEQ LIP</li> <li>▪ TDSB-Next Steps</li> <li>▪ Progress Career Planning Institute</li> <li>▪ Centennial College</li> </ul>	<ul style="list-style-type: none"> <li>▪ Neighbourhood Action Plan (NAP)</li> <li>▪ City LIP (TNI)</li> <li>▪ Other Quadrant LIP's</li> <li>▪ Employers w/ diversity departments to join committee or help plan</li> <li>▪ Political champions Paul Minister: City Counselors</li> <li>▪ Local newspaper (media sponsors)</li> <li>▪ Volunteer Centre at Toronto</li> <li>▪ Toronto Regional Employer Council (TRIEC)</li> <li>▪ Progress Career Planning Institute</li> <li>▪ Afghan Women's Organization</li> <li>▪ Toronto Catholic School Board</li> <li>▪ ACCES Employment</li> <li>▪ Career Foundation</li> <li>▪ Toronto District School Board Newcomer</li> <li>▪ Goodwill Employment</li> <li>▪ YMCA Newcomer</li> <li>▪ Centre for Information and Community Services (CICS)</li> <li>▪ Progress Career Planning Institute</li> <li>▪ YWCA Toronto</li> </ul>
2.0- <i>Identify employers, service providers, newcomers for promotions and outreach</i>	3 weeks	<ul style="list-style-type: none"> <li>▪ # of employers and service providers identified and invited</li> <li>▪ # of newcomers</li> </ul>		<ul style="list-style-type: none"> <li>▪ TESS - ILLMP</li> <li>▪ TDSB-Next Steps</li> <li>▪ Progress Career Planning Institute</li> </ul>	<ul style="list-style-type: none"> <li>▪ Immigrant Council</li> <li>▪ ANC-Dorset Park</li> <li>▪ Toronto Public Library</li> <li>▪ VPI Inc. Scarborough</li> </ul>



		engaged and invited			<ul style="list-style-type: none"> <li>▪ Toronto Regional Employer Council (TRIEC)</li> <li>▪ TESS – ILLMP</li>   <li>▪ ACCES Employment</li> <li>▪ Career Foundation</li> <li>▪ Goodwill Employment</li> </ul>
3.0- <i>Facilitate interactive dialogue, knowledge sharing with Employer on the benefits of hiring immigrants</i>	2 week	<ul style="list-style-type: none"> <li>▪ # and type of employers attended the event.</li> <li>▪ # of newcomers and internationally trained professional attended</li> <li>▪</li> </ul>		<ul style="list-style-type: none"> <li>▪ TESS - ILLMP</li> <li>▪ ACCES Employment</li> <li>▪ Progress Career Planning Institute</li> </ul>	<ul style="list-style-type: none"> <li>▪ Mennonite New Life Centre</li> </ul>
4.0- <i>Developing a toolkit/model that can be replicated at the local level (multicultural lunch, client success stories, video campaigns, workshops)</i>	6-8 weeks	<ul style="list-style-type: none"> <li>▪ The toolkit/model is developed</li> <li>▪ Review meeting held</li> <li>▪ Final toolkit is shared among service providers and HR recruiting agencies</li> </ul>		<ul style="list-style-type: none"> <li>▪ TESS</li> <li>▪ TDSB-Next Steps</li> <li>▪ ACCES Employment</li> </ul>	<ul style="list-style-type: none"> <li>▪ Action for Neighbourhood Change (ANC)</li> <li>▪ Neighbourhood Action Plan (NAP)</li> <li>▪ City LIP (TNI)</li> <li>▪ Other Quadrant LIP's</li> <li>▪ Employers w/ diversity departments to join committee or help plan</li> <li>▪ Progress Career Planning Institute</li> <li>▪ Afghan Women's Organization</li> <li>▪ Toronto Catholic School Board</li> <li>▪ Career Foundation</li> <li>▪ Toronto District School Board Newcomer</li> </ul>
5.0- <i>Staff training to allow for front-line staff to enhance cultural awareness</i>	6 months	<ul style="list-style-type: none"> <li>• Cultural awareness training sessions are provided to front line staff</li> </ul>		<ul style="list-style-type: none"> <li>• TDSB Newcomer Services for Adults</li> <li>• ACSA</li> <li>• YWCA Toronto</li> <li>• Victoria Village</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Public Library</li> <li>• OCASI</li> <li>• Findhelp</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomer Employment, Education and Training Opportunities

**Key Priorities:** Enhance awareness on foreign credential assessment, recognition (i.e. foreign credential recognition forum) and available services and supports for Foreign trained professional

**Expected Outcomes:**

1. Service providers are more aware of credential assessment process and challenges faced by newcomers
2. Businesses, training institutions are knowledgeable about the process and are able to assist their clients
3. New immigrants are informed and connected with relevant services to assess their foreign credentials

Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Collect case studies on successes and challenges and share among target groups</i>	3 weeks	<ul style="list-style-type: none"> <li>▪ # of relevant case studies collected</li> <li>▪ Feedback obtained regarding the case studies</li> </ul>		<ul style="list-style-type: none"> <li>▪ TEQ LIP</li> <li>▪ TESS</li> <li>▪ CICS</li> <li>▪ Centennial College</li> </ul>	<ul style="list-style-type: none"> <li>▪ TRIEC</li> <li>▪ WES</li> <li>▪ U of T</li> <li>▪ MCI</li> <li>▪ MTCU</li> <li>▪ Professional Bodies</li> <li>▪ TESS-ILLMP</li> <li>▪ TEQ LIP Employment, Education and Training Action Group</li> </ul>
2.0- <i>Organize and conduct information sessions on credential assessment process and services in Toronto</i>	2 weeks	<ul style="list-style-type: none"> <li>▪ # of sessions conducted</li> <li>▪ # of service providers that attend the information sessions</li> </ul>		<ul style="list-style-type: none"> <li>▪ TEQ LIP</li> <li>▪ TESS</li> <li>▪ CICS</li> <li>▪ Centennial College</li> </ul>	<ul style="list-style-type: none"> <li>▪</li> </ul>
3.0- <i>Create a referral document/ tool for frontline staff and share among service providers</i>	2 months	<ul style="list-style-type: none"> <li>▪ The tool/document is created</li> <li>▪ Review meeting is held</li> <li>▪ Final tools is shared among service providers</li> </ul>		<ul style="list-style-type: none"> <li>▪ TEQ LIP</li> <li>▪ TESS</li> <li>▪ CICS</li> <li>▪ Centennial College</li> </ul>	<ul style="list-style-type: none"> <li>▪ TRIEC</li> <li>▪ WES</li> <li>▪ U of T</li> <li>▪ MCI</li> <li>▪ MTCU</li> <li>▪ Professional Bodies</li> <li>▪ TESS-ILLMP</li> <li>▪ TEQ LIP Employment, Education and Training Action Group</li> </ul>
4.0- <i>Organize regular forum among service providers and key stakeholders to address newcomer needs</i>	Ongoing	<ul style="list-style-type: none"> <li>▪ # of review forums are conducted</li> <li>▪ Stakeholders feedback received</li> </ul>		<ul style="list-style-type: none"> <li>▪ TEQ LIP</li> <li>▪ TESS</li> <li>▪ CICS</li> <li>▪ Centennial College</li> </ul>	<ul style="list-style-type: none"> <li>▪ TRIEC</li> <li>▪ WES</li> <li>▪ U of T</li> <li>▪ MCI</li> <li>▪ MTCU</li> <li>▪ Professional Bodies</li> </ul>

					<ul style="list-style-type: none"> <li>▪ TESS-ILLMP</li> <li>▪ TEQ LIP Employment, Education and Training Action Group</li> </ul>
5.0 - Staff training to allow for front-line staff to enhance cultural awareness	6 months	<ul style="list-style-type: none"> <li>• Cultural awareness training sessions are provided to front line staff</li> </ul>		<ul style="list-style-type: none"> <li>• TDSB Newcomer Services for Adults</li> <li>• ACSA</li> <li>• YWCA Toronto</li> <li>• Victoria Village</li> </ul>	<ul style="list-style-type: none"> <li>• Toronto Public Library</li> <li>• OCASI</li> <li>• Findhelp</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Newcomer Employment, Education and Training Opportunities

**Key Priorities:** Support development of a referral system for frontline staff to guide newcomer clients on education upgrades and career development

**Expected Outcomes:**

1. Frontline staff are more aware of services available for newcomers to upgrade their education and do better referral
2. Newcomers have access to information and services to upgrade their language level and education

Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- Connect with MTML/LPP	2 weeks	<ul style="list-style-type: none"> <li>▪ # of discussion with MTML/LPP</li> <li>▪ A joint work plan is in place</li> </ul>		<ul style="list-style-type: none"> <li>▪ TCDSB</li> </ul>	<ul style="list-style-type: none"> <li>▪ MTML</li> <li>▪ Toronto Catholic District School Board</li> </ul>
2.0- Information session for LIP	4 weeks	<ul style="list-style-type: none"> <li>▪ # of LIP partners attended the session</li> <li>▪ # of organization has access to the tools developed by LIP and do better referrals</li> </ul>		<ul style="list-style-type: none"> <li>▪ TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>▪ TEQ LIP</li> <li>▪ MTML</li> </ul>
3.0- Facilitate discussion with Action Group and provide feedback to MTML	6 weeks	<ul style="list-style-type: none"> <li>▪ # of discussions held</li> <li>▪ Feedback report shared with MTML/LPP</li> </ul>		<ul style="list-style-type: none"> <li>▪ TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>▪ TEQ LIP</li> </ul>
4.0- Support creation of tools and developing a process to share the tools among wide range of service providers	6 – 8 weeks	<ul style="list-style-type: none"> <li>▪ Tools are developed and shared</li> <li>▪ # of service providers in Scarborough has access to the tools</li> </ul>		<ul style="list-style-type: none"> <li>▪ ILLMP &amp; EO Service providers</li> </ul>	<ul style="list-style-type: none"> <li>▪ ILMP-TESS</li> <li>▪ TDSB Adult ESL</li> <li>▪ TDSB Newcomer Services</li> <li>▪ Centennial College</li> <li>▪ Mennonite New Life Centre</li> </ul>
5.0- Facilitate information session for frontline staff	4-6 weeks	<ul style="list-style-type: none"> <li>▪ # of information sessions held</li> <li>▪ # of agencies and staff attended</li> </ul>		<ul style="list-style-type: none"> <li>▪</li> </ul>	<ul style="list-style-type: none"> <li>▪ ACCES Employment</li> <li>▪ Centre for Information and Community Services</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions Housing & Legal Supports for Newcomers

**Key Priorities:** Support effective communication and knowledge sharing among service providers on useful resource and tools and emerging issues that affect newcomers housing through interdisciplinary knowledge sharing sessions and promoting effective use of existing resources and tools.

**Expected Outcomes:**

1. Frontline staff more aware of resources and tools on housing related matters
2. Service providers are knowledgeable on housing related issues and effectively refer their clients

Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Identify and collect existing tools and resources</i> on housing and housing support services	2 weeks	<ul style="list-style-type: none"> <li>▪ # of and types of housing related materials identified</li> <li>▪ # of materials collected from different housing service providers</li> </ul>		<ul style="list-style-type: none"> <li>▪ Scarborough Housing Help Centre, Family Residence</li> </ul>	<ul style="list-style-type: none"> <li>▪ Cyleta, Toronto Police, John Howard Society,</li> </ul>
2.0- <i>Review, categorize and select materials for promotion</i>	2 weeks	<ul style="list-style-type: none"> <li>▪ # of review meeting held</li> <li>▪ # &amp; type of materials selected for promotion</li> </ul>		<ul style="list-style-type: none"> <li>▪ Cyleta</li> <li>▪ TEQ LIP Staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Canada Red Cross Society</li> </ul>
3.0- <i>Select appropriate outreach strategy</i>	1 week	<ul style="list-style-type: none"> <li>▪ Effective information sharing mechanism is identified</li> <li>▪ A outreach plan is in place</li> </ul>		<ul style="list-style-type: none"> <li>▪ Canada Red Cross</li> </ul>	<ul style="list-style-type: none"> <li>▪ Action Group members</li> </ul>
4.0- <i>Organize/ facilitated workshops and information sessions</i>	4 weeks	<ul style="list-style-type: none"> <li>▪ # of information sessions conducted</li> <li>▪ # of service providers participated</li> </ul>		<ul style="list-style-type: none"> <li>▪ Action Group and TEQ LIP Staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ All the members in the Committee, CLEO, TCHC, Legal Agencies, Landlord Tenant Board.</li> </ul>
5.0- <i>Create and maintain database on resources and resource persons</i>	2 weeks	<ul style="list-style-type: none"> <li>▪ Resource database is in place</li> <li>▪ # of resource persons and resource organizations identified</li> </ul>		<ul style="list-style-type: none"> <li>▪ TEQ LIP Staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Action Group members</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions Housing & Legal Supports for Newcomers

**Key Priorities:** Support sharing service inventory and useful tools for service providers on housing and housing support services and enhance availability of community education and support about accessing and maintaining affordable housing for newcomers

**Expected Outcomes:**

1. Newcomers have access to information to make best choices in housing and maintaining affordable housing
2. Frontline workers are equipped with information to support the clients effectively to address challenges in maintaining affordable housing

Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Create an and publish inventory of useful tools and resources on housing and housing support services</i>	4 weeks	<ul style="list-style-type: none"> <li>▪ # of tools and resource published online</li> <li>▪ # &amp; types of promotion methods used to inform service providers and newcomers</li> </ul>		<ul style="list-style-type: none"> <li>▪ Scarborough Housing Help Centre, Family Residence, Red Cross Society</li> </ul>	Community HUBs, Action Group members
2.0- <i>Identify tenants barriers in accessing information and services</i>	2 weeks	<ul style="list-style-type: none"> <li>▪ # of meetings and discussions held</li> <li>▪ Report is in place</li> </ul>		<ul style="list-style-type: none"> <li>▪ Scarborough Housing Help Centre</li> </ul>	Legal agencies, Family Residence & Red Cross
3.0- <i>Support to organize community awareness session at language classes, schools, cultural events</i>	4 weeks	<ul style="list-style-type: none"> <li>▪ # of community awareness sessions organized by LIP member agencies</li> <li>▪ # of events supported by the LI</li> <li>▪ # of newcomer participants attend the programs</li> </ul>		<ul style="list-style-type: none"> <li>▪ Scarborough Housing Help Centre</li> </ul>	Legal agencies, Family Residence & Red Cross

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions Housing & Legal Supports for Newcomers

**Key Priorities:** Support education and tenants capacity building to address safety issues.

**Expected Outcomes:**

1. Service providers are aware of different types of safety issues and have ability guide newcomer clients
2. Newcomers are aware of different safety issues and aware of the service providers help with safety issues

Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Identify key safety issues</i>	3 weeks	<ul style="list-style-type: none"> <li>▪ # and types of key issues are identified</li> <li>▪ Documentation on key safety issue is in place</li> </ul>		<ul style="list-style-type: none"> <li>▪ Action Group members</li> </ul>	
2.0- <i>Identify existing resources on community safety &amp; residential safety and create a database</i>	2 weeks	<ul style="list-style-type: none"> <li>▪ # and types of existing resources on community safety and residential safety are identified</li> <li>▪ An inventory is in place</li> </ul>		<ul style="list-style-type: none"> <li>▪ Action Group members</li> </ul>	City Crisis response team, Toronto Fire, METRAC, Toronto Police
3.0- <i>Review and select appropriate resources and tools</i>	2 weeks	<ul style="list-style-type: none"> <li>▪ # of review meeting held</li> <li>▪ Review report is available</li> <li>▪ Appropriate tools and resources are selected</li> </ul>		<ul style="list-style-type: none"> <li>▪ Action Group members</li> </ul>	
4.0- <i>Engage residents through resident groups and faith-based groups</i>	2 - 3 weeks	<ul style="list-style-type: none"> <li>▪ # of faith-based and resident groups are connected</li> <li>▪ # of newcomer groups are connected</li> </ul>		<ul style="list-style-type: none"> <li>▪ Canadian Red Cross, John Howard Society</li> </ul>	
5.0- <i>Organize/ facilitate education sessions for residents and service providers on safety</i>	4 weeks	<ul style="list-style-type: none"> <li>▪ # of education sessions on safety conducted</li> <li>▪ # of residents participated in the awareness sessions</li> </ul>		<ul style="list-style-type: none"> <li>▪ Toronto Police</li> </ul>	

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions Housing & Legal Supports for Newcomers

**Key Priorities:** Research and create an inventory of existing legal services and resources in Scarborough

**Expected Outcomes:**

1. Newcomer Service providers are aware of different legal support service providers and have access to service tool to help clients effectively

Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Collect service information from all the legal agencies work in Scarborough</i>	2 weeks	<ul style="list-style-type: none"> <li>A survey tool is in place</li> <li>Service information of legal service organizations is collected</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP Staff</li> </ul>	<ul style="list-style-type: none"> <li>Community Legal agencies and Legal Aid</li> </ul>
2.0- <i>Develop and inventory of legal services for Scarborough region</i>	2 weeks	<ul style="list-style-type: none"> <li>A draft Legal services inventory for Scarborough is developed</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP Staff and Action Group</li> </ul>	<ul style="list-style-type: none"> <li>Community Legal agencies and Legal Aid Group</li> </ul>
3.0- <i>Share with legal service agencies to review and improve the content</i>	3 weeks	<ul style="list-style-type: none"> <li># of review meeting held</li> <li>Legal services inventory is reviewed</li> </ul>		<ul style="list-style-type: none"> <li>Action Group members</li> </ul>	<ul style="list-style-type: none"> <li>Community Legal agencies and Legal Aid</li> </ul>
4.0- <i>Publish the inventory and promotion</i>	2 weeks	<ul style="list-style-type: none"> <li>Legal services inventory is published</li> </ul>		<ul style="list-style-type: none"> <li>TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
5.0- <i>Periodically review of inventory based on changing programs and services</i>	2- 4 weeks	<ul style="list-style-type: none"> <li># of review meeting held during the project period</li> <li>Revised inventory is shared among service providers</li> </ul>		<ul style="list-style-type: none"> <li>Action Group members</li> </ul>	<ul style="list-style-type: none"> <li>Community Legal agencies and Legal Aid</li> </ul>



# TEQ LIP Action Plan: Short-Term and Medium-Term Actions Housing & Legal Supports for Newcomers

**Key Priorities:** Enhance service providers and newcomers knowledge on legal services option and available services

**Expected Outcomes:**

1. Service providers are provided relevant and current information on legal services and effectively do referrals
2. Newcomer community have easy access to legal service information and comfortable in seeking legal services

Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0- <i>Review of existing tools, information sessions, target audience and outcomes</i>	3 weeks	<ul style="list-style-type: none"> <li>▪ Review of tools and information sessions being conducted and target audience</li> </ul>		<ul style="list-style-type: none"> <li>▪ Action Group members</li> </ul>	<ul style="list-style-type: none"> <li>▪ Scarborough Community Legal Services, West Scarborough Community Legal Services</li> </ul>
2.0- <i>Conduct need assessment with service providers and grass-root organizations</i>	2- 3 weeks	<ul style="list-style-type: none"> <li>▪ Need assessment tool is in place</li> <li>▪ Need assessment conducted</li> </ul>		<ul style="list-style-type: none"> <li>▪ Action Group members</li> </ul>	<ul style="list-style-type: none"> <li>▪ Scarborough Community Legal Services, West Scarborough Community Legal Services</li> </ul>
3.0- <i>Identify required training tools and resource persons</i>	2 weeks	<ul style="list-style-type: none"> <li>▪ Required training tools and resources are identified</li> <li>▪ # of resource persons and organizations are identified</li> </ul>		<ul style="list-style-type: none"> <li>▪ Action Group members and LIP staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Scarborough Community Legal Services, West Scarborough Community Legal Services</li> </ul>
4.0- <i>Conduct workshops and information sessions on selected topics</i>	4 weeks	<ul style="list-style-type: none"> <li>▪ # of information sessions and workshops are conducted</li> <li>▪ # of service providers trained</li> <li>▪ # of community members participated</li> </ul>		<ul style="list-style-type: none"> <li>▪ Scarborough Community Legal Services, West Scarborough Community Legal Services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Action Group members,</li> <li>▪ LIP member agencies</li> </ul>
5.0- <i>Conduct post-training evaluation to assess the effectiveness of the workshops</i>	2 weeks	<ul style="list-style-type: none"> <li>▪ Post-training evaluation is conducted</li> <li>▪ Report is shared with the resource organization and Action Group</li> </ul>		<ul style="list-style-type: none"> <li>▪ Action Group members; LIP staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Community legal agencies</li> </ul>

# TEQ LIP Action Plan: Short-Term and Medium-Term Actions

## Expansion Neighbourhoods

<b>Key Priorities:</b> To forge partnerships and strengthen collaboration with service agencies, community/ faith groups, and newcomer residents in expansion neighbourhoods to ensure that the TEQ LIP strategic approach is holistic, including initiatives that address the diverse needs and priorities of all Scarborough's communities.					
<b>Expected Outcomes:</b> <ol style="list-style-type: none"> <li>1. Service agencies in expansion neighbourhoods have enhanced awareness and knowledge of community programs and services, and are working in closer collaboration with each other</li> <li>2. Enhanced awareness of newcomer community needs, challenges, and priorities in expansion neighbourhoods</li> <li>3. Expansion neighbourhood stakeholders are incorporated into the TEQ LIP strategic process, have strengthened partnerships with agencies across Scarborough, and are working collaboratively to support newcomer settlement</li> </ol>					
Work Breakdown Structure (WBS)	Task Duration (weeks/months)	Indicators and Measure of Success	Progress Comments	Implementation Lead(s)	Potential Partners/and Support
1.0 Environmental scan and needs assessment of expansion neighbourhoods conducted by onsite visits, statistical analysis, and examining documentation and reports on community needs	2 weeks	<ul style="list-style-type: none"> <li>Expansion neighbourhood overview is documented including community assets, demographics, main service agencies, and general newcomer needs</li> </ul>	<ul style="list-style-type: none"> <li>Environmental scan completed for Malvern, Rouge, Mornelle Court, and Highland Creek neighbourhoods</li> </ul>	<ul style="list-style-type: none"> <li>TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>ANCs</li> <li>CDOs</li> <li>Research institutions</li> </ul>
2.0 Identify service partners including agencies, community organizations, and faith institutions in expansion neighbourhoods through research, cold calling, and referrals from existing partners and networks	3 weeks and ongoing	<ul style="list-style-type: none"> <li>Inventory of services and agencies for expansion neighbourhood is developed</li> </ul>	<ul style="list-style-type: none"> <li>Service inventory created for Malvern/Rouge and Mornelle Court areas</li> </ul>	<ul style="list-style-type: none"> <li>TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>ANCs</li> <li>NAPs</li> <li>TEQ LIP Partnership Council</li> <li>CDOs</li> </ul>
3.0 Organize initial smaller meetings with key service providers in expansion neighbourhoods	4-6 weeks	<ul style="list-style-type: none"> <li>Key service providers are introduced to the TEQ LIP and familiarized with project objectives and goals</li> <li>Assessment of neighbourhood needs and service overlaps/gaps is developed</li> </ul>	<ul style="list-style-type: none"> <li>Three initial meetings were held in Malvern with agencies in the areas of health, settlement, education, employment, and newcomer services</li> </ul>	<ul style="list-style-type: none"> <li>TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>ANCs</li> <li>TEQ LIP Partnership Council</li> <li>CDOs</li> </ul>

<p>4.0 Facilitate partnership building meetings with service providers, organizations, and institutions active in the expansion neighbourhood</p>	<p>4 weeks and ongoing</p>	<ul style="list-style-type: none"> <li>• Wide range of stakeholders learn about the TEQ LIP, newcomer needs, and neighbourhood services and programs</li> <li>• Challenges, needs, what's working, and community trends are discussed, identified, and incorporated into the TEQ LIP Regional Strategy</li> <li>• Networks are strengthened and partnerships are built around common initiatives</li> <li>• Service providers become incorporated into the TEQ LIP as demonstrated by attending meetings and joining the PC and/or AGs</li> </ul>	<ul style="list-style-type: none"> <li>• Four meetings were held in Malvern/Rouge and Mornelle Court/Highland Creek areas</li> <li>• Identified needs, experiences, and challenges implemented into the TEQ LIP Regional Strategy</li> <li>• One agency from Malvern has joined the PC, with four remaining spots being held for expansion neighbourhood representation</li> <li>• Three expansion neighbourhood agencies have signed onto the Action Groups</li> </ul>	<ul style="list-style-type: none"> <li>• TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>• Service providers, faith institutions, and organizations in expansion neighbourhood to connect TEQ LIP with newcomer community</li> <li>• ANC and NAP networks</li> <li>• CDOs</li> <li>• TEQ LIP membership at large</li> </ul>
<p>5.0 Facilitate newcomer consultation and engagement meetings in expansion neighbourhoods</p>	<p>4 weeks and ongoing</p>	<ul style="list-style-type: none"> <li>• Consultation meetings are held, which identify newcomer needs and priorities</li> <li>• Newcomers are introduced to the TEQ LIP and familiarized with project objectives and goals</li> <li>• Newcomers are incorporated into the TEQ LIP strategic process by providing feedback and recommendations, becoming Community Ambassadors, and/or joining the Immigrant Council</li> </ul>	<ul style="list-style-type: none"> <li>• Four newcomer consultation/engagement meetings have been held (in Malvern/Rouge and Mornelle Court/Highland Creek), with needs and priorities identified and incorporated into the TEQ LIP Regional Strategy</li> <li>• One newcomer Malvern resident has joined the Immigrant Council</li> <li>• Other newcomer residents expressed interest in joining the IC and becoming Community</li> </ul>	<ul style="list-style-type: none"> <li>• TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>• Service providers, faith institutions, and organizations in expansion neighbourhood to connect TEQ LIP with newcomer community</li> <li>• ANCs</li> <li>• TEQ LIP membership at large</li> </ul>

			Ambassadors		
6.0 Continued engagement in expansion neighbourhoods with service providers and newcomers through email updates, invitations to participate in TEQ LIP events and initiatives (PC , AG, and IC), and onsite visits	Regular and ongoing	<ul style="list-style-type: none"> <li>• Regular email updates on TEQ LIP initiatives and events</li> <li>• Service agencies and newcomers from expansion neighbourhoods attend TEQ LIP meetings, consultations, events, and forums</li> <li>• Increased number of service agencies from expansion neighbourhoods joining the PC and/or AG</li> <li>• Increased number of newcomers from expansion neighbourhoods joining the IC and/or AG</li> <li>• Newcomers and service agencies are better connected to relevant stakeholders in their neighbourhoods and throughout Scarborough</li> </ul>	<ul style="list-style-type: none"> <li>• Newcomer Summit outreach to include stakeholders from all of Scarborough</li> </ul>	<ul style="list-style-type: none"> <li>• TEQ LIP</li> </ul>	<ul style="list-style-type: none"> <li>• Service providers, faith institutions, and organizations in expansion neighbourhood to connect TEQ LIP with newcomer community</li> <li>• ANC and NAP networks</li> <li>• CDOs</li> <li>• TEQ LIP membership at large</li> </ul>

## **Section B: TEQ LIP Action Plan: Long Term Actions**

# **TEQ LIP Action Plan: Long Term Actions- Newcomer Health**

The implementation process for long-terms actions of the following key activities will be developed upon completion of our short-term and medium-term goals.

## **Key Activities:**

- Develop and/or promote screening tools which provide an analysis of newcomer’s settlement and health related stressors at various stages of the settlement periods, which can be integrated into mainstream service provider’s screening assessment protocols during intake or continuous monitoring of newcomer clients.
- Identify service delivery gaps and opportunities for marginalized, vulnerable and minority newcomer sub-groups (refugees, LGBTQ, separated individual and family unites etc.) and determine recommendations to promoting educational and engaging initiatives which can be piloted to increase the utilization of service by clients.
- Develop, enhance and promote a repository of health resources and tools (i.e. service delivery guidelines, quick facts, tips for managing your health, forms etc.) that are readily available to hone the skills and increase the knowledge of service providers, patients and families dealing with health related issues.
- Develop and/or promote screening tools which provide an analysis of newcomer’s settlement and health related stressors at various stages of the settlement periods, which can be integrated into mainstream

# **TEQ LIP Action Plan: Long Term Actions- Newcomers Settlement & Family Supports**

The implementation process for long-terms actions of the following key activities will be developed upon completion of our short-term and medium-term goals.

## **Key Activities:**

- Enhance service providers' awareness of existing resources that enable them to make more effective referrals (i.e. developing a comprehensive service inventory for Scarborough, translation referral system, and a list of settlement resources available offered in different languages).
- Develop and implement tools and strategies for effectively identifying the emerging needs of diverse newcomer groups (i.e. conduct discussion/focus groups with newcomers, consult with Immigrant Council) and develop mechanisms to ensure these needs are addressed.
- Enhance awareness of and access to parental education on understanding cultural assimilation and the Canadian educational system by connecting with schools, cultural centers, and faith institutions
- Enhance service provider's and community awareness of family rights and responsibilities by working with faith groups, cultural institutions, and grassroots groups (incl. senior and caregiver abuse, child abuse, domestic violence).
- Develop and implement empowerment activities/programs for women (cultural, employment, skill-building, educational, etc.) by working with universities, cultural organizations, and community groups.

# **TEQ LIP Action Plan: Long Term Actions- Newcomer Employment, Education and Training Opportunities**

The implementation process for long-term actions of the following key activities will be developed upon completion of our short-term and medium-term goals.

## **Key Activities:**

- Facilitate information sharing on employment-related newcomer needs, available services and labour market trends among service providers which will promote collaboration among employment and settlement service providers to enhance seamless support to newcomers in selecting employment pathways
- Identify and promote more highly skilled volunteering, placement and mentorship opportunities for newcomer adults and advocate for expansion of professional mentorship and funding for paid placement opportunities
- Work with City LIP & Systemic Issues Committee to address gaps in employment supports (Ex: Emergency childcare supports)
- Work with educational institutions to enhance newcomer awareness about Higher education options in GTA (i.e. organizing awareness sessions and sharing support tools)
- Work closely with community colleges to accommodate newcomer needs with changing labour market



# **TEQ LIP Action Plan: Long Term Actions-Housing & Legal Supports for Newcomers**

The implementation process for long-terms actions of the following key activities will be developed upon completion of our short-term and medium-term goals.

## **Key Activities:**

- Enhance awareness of local and regional stakeholders regarding challenges faced by newcomers in accessing housing and how to address them.
- Share information about housing related resources (including program eligibility criteria and common practices) with partners and settlement agencies in Scarborough
- Identify fraud & scams related to housing and refer to appropriate organizations for further action
- Strengthen existing partnership and support partner organizations to identify key areas for future collaboration that address housing-related issues and challenges
- Create opportunities for sharing of emerging issues and how to address them (through capacity building and networking)

## Measuring Action

To improve the successful outcomes of this Action Plan, TEQ LIP will establish quantitative and qualitative baseline measurement indicators to be incorporated into the activities that will then be identified to be implemented on a short-term, mid-term and long-term basis. These baseline measures will assess whether or not positive outcomes are occurring and if the TEQ LIP Action Plan initiatives are leading to beneficial and lasting impacts for newcomer settlement and integration. The baselines utilized to measure progress will come from a wide variety of sources such as: census data, consultations, and surveys. Upon completion of our three year activities, TEQ LIP will report on the progress made and how it contributed to addressing the challenges and barriers that newcomers in Scarborough face. This progress report will include:

- Progress indicators with baseline measure to assess improvements in newcomer outcomes.
- Identify the number of agencies and stakeholders involved within the collaborative proses.
- Examine the benefits of partnership and collaborations as it pertains to service delivery for newcomers
- Highlight the impact of newcomer engagement and capacity building within the TEQ LIP process.
- Examine new effects of program and service delivery on newcomers and assess if there are any improvements.
- Highlight TEQ LIP accomplishments over the three years.
- The ability to work collaboratively with the other Quadrant LIP and City-wide LIP on addressing newcomer issues on a larger scale.

## Sustainability for Future Action

Sustainability is an important component of TEQ LIP's Action Plan. Throughout the whole planning process, Action Groups and Partnership Council members were encouraged to think about how implementation activities could be sustained in the long term. That being said, it is noted that the key to successful sustainability of activities is to either find additional resources to continue implementation, or identify service providers or community stakeholders aligned with a particular action and highly engaged in the process, and who have the capacity to take on additional functions.

By bringing community stakeholders, newcomers, agencies and community members together to collaborate and work together TEQ LIP looks forward to strengthening community ties that facilitate successful newcomer settlement and integration. Due to the collaborative nature, high engagement of stakeholders in the Partnership Council and Action Groups, it is anticipated there will be some transitioning action items to local initiatives or service providers and that TEQ LIP would act as a designated body that is resourced to undertake and facilitate this process.

## A Call to Action-Next Steps

The proposed next steps will begin with a launch of the Action Plan. The launch event will be a forum that allows for innovation through dialogues and discussions for moving the collaboration and partnership building as a means to having this Plan have meaningful actions and solutions. By bringing community stakeholders, newcomers, agencies and community members together to collaborate and work together TEQ LIP looks forward to strengthening community ties that facilitate successful newcomer settlement and integration.

## A Collective Thank You

The TEQ LIP Settlement Strategy and Action Plan were developed in partnership with the community agencies, community members and additional stakeholders from across all sectors. The Strategy and this Action Plan support the TEQ LIP's priorities and long-term vision of working together for a diverse and inclusive community. Thank you for your contributions and continued support.

